

Results of the satisfaction survey 2017 **of the European Consumer Centre Luxembourg**

Key findings

- **97,79% of the consumers were satisfied with the assistance of ECC Luxembourg (51,47% extremely satisfied, 40,44% very satisfied, 5,88% slightly satisfied)**
- **83,94% consider the rapidity of the response from ECC Luxembourg as “very fast”**
- **96,77% of the consumers, to which ECC Luxembourg’s homepage was known, find it easy to use**
- **Most of the consumers (35,51%) who contacted the ECC Luxembourg are in the age group of 50 to 65 years old and are men (62,32%)**

1. Introduction

In 2017 as in the years before, the European Consumer Centre Luxembourg (ECC) has carried out a survey in order to evaluate the satisfaction of consumer with ECC Luxembourg. Compared to 2016 the satisfaction survey has been slightly modified in order to get a better overview of the respondent’s satisfaction.

The survey was realized in German, English and French. (Annex 2, 3 and 4). The survey can be found on the website of ECC Luxembourg (www.cecluxembourg.lu) and a link to the survey was also sent via email to consumers who contacted ECC Luxembourg.

In Annex 1, the replies of the consumers are evaluated, assessed in numbers and calculated in the respective percentage.

The survey is composed of 10 questions. The first question should clarify how consumers learned about ECC Luxembourg. The second question concerns the level of consumer awareness of the existence of the ECC-Net in general. Furthermore, consumers are asked if the advice or assistance received helped them to understand their rights or to solve a dispute with a trader. In addition to this, a question about the rapidity of the response from the ECC was asked. Consumers were also asked if they were satisfied with the services provided by the ECC. Moreover, consumers are asked whether they find the website of ECC Luxembourg easy to use. Three questions concerned the country of residence, gender and age of the respondents. In the last question, consumers were given the opportunity to give suggestions on how ECC Luxembourg could eventually improve its services.

A total of 341 consumers, who had contacted the ECC, were asked by email to fill out the survey. 138 consumers (40,47%) participated in the survey. In 2016, 765 surveys were sent where 199 respondents participated (26,01%).

Compared to the survey of 2016 this represents a quiet considerable increase in participation.

2. Results of the survey

The questions and answers of the satisfaction survey 2017 are presented in the following.

a) Level of consumer awareness of ECC Luxembourg and the ECC-Net

The first question should clarify on how consumer learned about ECC Luxembourg. 10 out of 138 consumers (7,25%) were directed by a national or a local authority, 83 consumers (60,15%) were directed from a link or contact in a consumer association (e.g. the Luxembourg's consumer association "Union Luxembourgeoise des Consommateurs"(ULC)), 23 consumers (16,67%) found out about ECC Luxembourg through the Internet, 1 consumer(0,73%) after an advertisement, 10 consumers (7,25%) through recommendations and 11 (7,97%) in any other way.

Most of the consumers know about the ECC Luxembourg via the national consumer organization.

The second question relates to the level of consumer awareness of the ECC-Net. It has to be note that 4 respondents did not answer to the second question.

37 respondents (27,61%) confirmed their previous knowledge of the ECC-Net.

The level of consumer's awareness of the network of European Consumer Centres is almost unchanged compared to 2016 (27,63%).

b) Level of assistance to understand rights or to solve a dispute with a trader.

This question was asked to find out if the advice or assistance provided by the ECC Luxembourg helped the respondents to understand their rights or to solve a dispute with a trader.

105 consumers (76,64%) considered the advice or assistance helpful to understand their rights or solve a dispute with a trader, 14 (10,22%) considered the advice or assistance did not help them.


According to 18 respondents (13,14%) the case is still ongoing.

1 respondent skipped this question.

Thus it can be said that the advice or assistance provided by the ECC Luxembourg helped the respondents in a vast majority of cases (76,64%).

c) Rapidity of the response received from the ECC Luxembourg

For this question consumers should evaluate the rapidity of the response received from the ECC Luxembourg.



115 consumers (83,94%) estimated that ECC Luxembourg answered very fast, 20 (14,60%) estimated the rapidity of the response as average and 2 (1,46%) as very slow. 1 respondent did not answer to the question.

Thus the majority of consumers considered the delay to answer as very fast.

d) Overall satisfaction with the services provided by the ECC Luxembourg

The question whether consumers were satisfied with the services provided by ECC Luxembourg was answered as following:

2 respondents skipped the question

70 respondents out of 136 (51,47%) were extremely satisfied, 55 (40,44%) were very satisfied, 8 (5,88%) were slightly satisfied and 3 (2,21%) were not at all satisfied.

It can be noted that the percentage of consumers who are extremely satisfied, very satisfied or slightly satisfied with ECC Luxembourg respectively the ECC-Net achieved an overall satisfaction level of 97,79%.

e) Website navigation

This question was asked in order to find out if the respondents find the website (www.cecluxembourg.lu) easy to use.

It has to be pointed out that 73 out of 138 (54,07%) of the participants did not use the website of ECC Luxembourg and could therefore not give their opinion. 3 respondents skipped this question.

Consequently the replies of 62 consumers were taken into consideration for this question.

60 (96,77%) consumers stated that the website www.cecluxembourg.lu is easy to use.

f) Place of residence

As an additional information, consumers should indicate their country of residence. 111 respondents answered to this question about their country of residence.

96 (86,49%) came from Luxembourg, 8 (7,21%) from France and 7 (6,31%) from Germany. No respondent came from Belgium or another country.

Thus it can be noted that the vast majority of respondents, as in 2016, have their residence in Luxembourg.

g) Gender

86 (62,32 %) of the respondents were male, 52 (37,68%) female.

Thus the proportion of male consumer outweighs again in 2017.

h) Age

The question in relation to the age of the respondents was divided in 6 categories (under 18, 18-24, 25-34, 35-49, 50-65 and 65+).

No respondent were under 18, 2 (1,45%) were between 18-24, 12 (8,70%) were between 25-34, 45 (32,61%) were between 35-49, 49 (35,51%) between 50-65 and 30 (21,74%) over 65 years of age.

i) Recommendations

The last question was asked in order to find out what could be done in ECC Luxembourg to improve its services for the consumers.

The majority of the respondents who gave a recommendation, emphasized the good work of the ECC Luxembourg without giving specific suggestions for modification or amendments and wished that the ECC would continue in the same way. Some consumers would welcome if the ECC or the ECC-Net would offer assistance in court proceedings. Furthermore, some respondents wished that consumers would be more aware of ECC Luxembourg and the ECC-Net in order that even more consumers could profit from the services of the ECC.

As a conclusion to this question it can be said that the consumers were mainly very satisfied with the Centre and wished for a greater visibility of the ECC Luxembourg as well as the ECC-Net.

3. Conclusion

Again in 2017 the most important finding of this survey lies in the fact that the majority of consumers are very satisfied with the services provided by the ECC-Net, with the processing time of their requests and with the website of the ECC Luxembourg.

However it would be desirable - as stated already by some consumers in 2016 - that consumers would become more aware of ECC Luxembourg in order to profit from the services of the Centre.

In 2018, the European Consumer Centre Luxembourg will again carry out a satisfaction survey in order to observe the developments in relation to the results of the survey of 2017 and in order to be able to react accordingly to the needs, wishes and suggestions of the consumers.



5. Key Points

- **97,79% of the consumers were satisfied with the assistance of ECC Luxembourg (51,47% extremely satisfied, 40,44% very satisfied, 5,88% slightly satisfied)**
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Luxembourg, the 31st December 2017

Jean-Loup Stradella

Jurist

ECC Luxembourg

Annexes:

1. Results of the satisfaction survey 2017
2. Survey in German
3. Survey in English
4. Survey in French



Ann

Europäisches Verbraucherzentrum Luxemburg

Zufriedenheitsumfrage

1. Wie sind Sie auf das Europäische Verbraucherzentrum (EVZ) Luxemburg aufmerksam geworden?

- Durch eine nationale oder lokale Behörde
- Durch eine Verbraucherschutzorganisation (z. B. Luxemburgischer Konsumentenschutz (ULC))
- Durch Internet-Recherche
- Durch Werbung
- Durch Empfehlung
- Sonstiges (bitte angeben):

2. War Ihnen das Netzwerk der Europäischen Verbraucherzentren (European Consumer Centres Network - ECC-Net) bereits vorher bekannt?

-
- ja
 - nein

3. Hat Ihnen die Beratung oder Unterstützung, die Sie erhalten haben, dabei geholfen, Ihre Rechte gegenüber dem Händler besser zu verstehen oder Ihre Streitigkeiten mit dem Händler beizulegen?

- Ja
- Nein
- Mein Fall ist noch nicht abgeschlossen

4. Wie würden Sie die Schnelligkeit der Antwort vom EVZ bewerten?

- Sehr schnell
- Durchschnittlich
- Sehr langsam
- Nicht zutreffend

5. Wie zufrieden sind Sie insgesamt mit den Dienstleistungen des Europäischen Verbraucherzentrums?

- Äußerst zufrieden
- Sehr zufrieden
- Einigermaßen zufrieden
- Überhaupt nicht zufrieden

6. Finden Sie die Website des Europäischen Verbraucherzentrums (www.cecluxembourg.lu) benutzerfreundlich?

- Ja

-
- Nein
 - Ich habe die Website nicht genutzt

7. In welchem Land wohnen Sie?

8. Ihr Geschlecht:

- Männlich
- Weiblich

9. Ihre Altersgruppe:

- Unter 18
- 18 - 24
- 25 - 34
- 35 - 49
- 50 - 65
- 65+

10. Haben Sie Verbesserungsvorschläge für uns?

Annexe 2



European Consumer Centre Luxembourg

Satisfaction Survey

1. How did you find out about the European Consumer Centre?

- Directed by a national or local authority
- Directed from a link or contact in a consumer association (e.g. Union Luxembourgeoise des Consommateurs (ULC))
- Internet search
- Advertisement
- Recommendation from a previous user
- Other, please specify

2. Did you already know the network of European Consumer Centres (ECC-Net)?

- yes
- no

3. Did the advice or assistance you received help you to understand your rights in relation to the trader, or to solve your dispute with the trader?

- Yes
- No
- My case is still ongoing

4. How would you rate the rapidity of the response you received from the European Consumer Centre?

- Very fast
- Average
- Very slow
- Not applicable

5. Overall how satisfied are you with the services provided by the European Consumer Centre?

- Extremely satisfied
- Very satisfied
- Slightly satisfied
- Not at all satisfied

6. Did you find the website from the European Consumer Centre Luxembourg (www.cecluxembourg.lu) easy to use?

- Yes
- No
- Did not use the web-site

7. What is your country of residence?

8. What is your gender ?

- Male
- Female

9. What is your age?

- Under 18
- 18 - 24
- 25 - 34
- 35 - 49
- 50 - 65
- 65+

10. Do you have any suggestions to further improve our services for the consumers?



Centre Européen des Consommateurs Luxembourg

Questionnaire de satisfaction

1. Comment avez-vous entendu parler du Centre Européen des Consommateurs (CEC) Luxembourg?

- Par une autorité nationale ou locale
- Par une association de consommateurs (p. ex. Union Luxembourgeoise des Consommateurs (ULC))
- Par une recherche sur l'internet
- Par une publicité
- Sur recommandation
- Autre, veuillez préciser

2. Connaissiez-vous le réseau des Centres Européens des Consommateurs (European Consumer Centres-Network - ECC-Net)?

- oui
- non

3. Vous aviez une question sur vos droits : Les conseils du Centre Européen des Consommateurs vous ont-ils aidé ? Ou vous aviez un litige avec un professionnel : l'assistance du Centre Européen des Consommateurs vous a-t-elle aidé ?

- Oui
- Non
- Mon affaire est toujours en cours

4. Comment jugez-vous la rapidité de la réponse qui vous a été adressée par le Centre Européen des Consommateurs ?

- Très rapide
- Moyenne
- Très lente
- Sans objet

5. Êtes-vous satisfait des services fournis par le Centre Européen des Consommateurs ?

- Extrêmement satisfait
- Très satisfait
- Peu satisfait
- Pas du tout satisfait

6. Le site internet du Centre Européen des Consommateurs (www.cecluxembourg.lu) est-il simple à utiliser ?

- Oui
- Non
- Je n'ai pas utilisé le site web

7. Quel est votre pays de résidence?

8. Êtes-vous un homme ou une femme?

- Homme
 Femme

9. Quel est votre âge?

- Moins de 18 ans
 Entre 18 et 24 ans
 Entre 25 et 34 ans
 Entre 35 et 49 ans
 Entre 50 et 65 ans
 Plus de 65 ans

10. Auriez-vous des suggestions pour améliorer la qualité des services du CEC Luxembourg?